

# ABOUT THE INDIANA DEPARTMENT OF REVENUE

## Mission Statement

The Indiana Department of Revenue will administer the tax laws of the State of Indiana in an equitable and courteous manner to promote the highest degree of public trust and voluntary compliance.

## Motto

“Committed to public trust and service.”

## Department Divisions

### Administration

Sections: Commissioner, Deputy Commissioner, General Counsel to the Commissioner and Director of Operations.

The four main components of this division assist in overseeing the entire agency.

### Audit

Sections: Audit Billing/Inquiries, Audit Review, Audit Selection, Operations, Special Tax, Field Auditing and Taxpayer Services in District Offices.

This division promotes voluntary compliance throughout the state and the country in all Indiana tax areas through quality examinations. It is also responsible for the Department's 11 District Offices, which are located throughout Indiana.

### Collections

Sections: Titles/Licensing, Agent/Taxpayer Contact, Telephone Pursuit, Correspondence and Research/Payment Processing

This division provides centralized management in the collection of delinquent tax liabilities.

### Compliance

Sections: Aeronautics, Bankruptcy, Charity Gaming/Nonprofit, Corporate Federal Audit Adjustments, Fiduciary, Individual/Withholding, Sales/Fuel/Utility Refund

Responsibilities: Aircraft, Bankruptcy, Charity Gaming, Consumer Use Tax, Corporate Dissolution Billings, Corporate Federal Audit Adjustments, Corporate Reinstatements, Discovery Projects, Doubtful Exemption User Billings, Fiduciary Tax, Fuel Tax Refunds, Individual Income, Letters of Good Standing, Motor Vehicle Sales Tax, Neighborhood Assistance Credits, Nonprofit, Notice of Administration, Prepaid Sales Tax, Refund Specials, Responsible Officer Billings, Sales Tax Refunds, Tax Clearances, Utility Sales Tax Exemption Applications and Voluntary Compliance Program.

This division researches, develops, and implements various projects that identify non-filing, noncomplying taxpayers for the following taxes: corporate, individual, sales/use, food and beverage, county innkeepers, aircraft, fuel and withholding. All information for registration of aircraft and nonprofit organizations is conducted by this division, as well as the approval and issuance of all charity gaming licenses (e.g., raffles, bingo, door prizes, pull-tabs and punchboards). Applications for exemption from sales tax related to various types of utilities consumed by taxpayers are reviewed for determination of exempt status and rate of exemption allowed. Records are researched for bankrupt individuals and businesses to identify tax liabilities and unfiled tax returns for the purpose of submitting “proof of claims” to the various bankruptcy courts. Outreach through charity gaming educational seminars and projects is conducted in an effort to promote voluntary compliance by Indiana taxpayers.

**Controller**

Sections: Budget Analyst, Business Administration, Accounting/Counties, Cigarette Tax and Other Tobacco Products, Mail Services and Cashiers.

This division handles budgeting and purchasing for the Department under the guidance of the Controller. Other responsibilities include depositing of tax revenues, preparing appropriate reports and conducting all related banking functions. The Controller's Office administers those taxes collected by the state and returned to the county of origin. This division also handles the inventory and sale of cigarette tax stamps.

**Criminal Investigation**

Sections: Case and Data Management, Charity Gaming Enforcement, Controlled Substance Excise Tax, Private Employment Agency Licensing, Internal Affairs, Motor Fuel Fraud, Motor Vehicle Excise Tax and Fraud Investigations/Audit.

The division's primary mission is to detect fraud and prosecute tax evaders. It is responsible for conducting investigations into alleged violations of Indiana tax laws and determining civil liabilities or presenting evidence for criminal prosecution in an effort to increase voluntary compliance.

The majority of these investigations involve the collection and failure to remit trust taxes. The division also monitors charity gaming operations throughout the state and works in conjunction with the Indiana State Police to monitor the unlawful use of dyed fuel on the highways. The division also cooperates with prosecuting attorneys throughout the state in assessing the controlled substance excise tax on those illegally possessing certain drugs and monitors and enforces the collection of the Motor Vehicle Excise Tax from Hoosiers who plate their vehicles outside Indiana. This money is returned to the county where the taxpayer legally resides. The Department conducts background investigations on all employment prospects and investigates alleged employee wrongdoing. The division is also responsible for the investigation and licensing of Private Employment Agencies.

**Information Technology**

Sections: Administrative Services, Operations, Systems and Programming and Technical Support.

This division supports the Department's efforts and goals by creating and administering computerized tax processing systems for the other divisions of the Department. This division operates with a goal of providing tax processing systems that are increasingly easier to use; constantly improving efficiency and service to the taxpayer; and maintaining secure and confidential records.

**Legal**

Sections: Appeals, Litigation, Inheritance Tax and Protest Review.

This division includes the Department's legal staff, which oversees the appeals process from an original tax protest to the Indiana Tax Court. This division also contains the Inheritance Tax Section, which collects tax on all taxable transfers of property resulting from the death of an Indiana resident, or a nonresident decedent, with real or tangible personal property located in Indiana.

**Motor Carrier Services**

Sections: Customer Service Center, Motor Carrier Road and Fuel Use Taxes, International Vehicle Registration Plan, Safety & Insurance Registrations, Commercial Driver's Licensing (CDL), Oversized & Overweight Vehicle Permitting and Accounting and Fund Distribution.

This division provides all of the above tax and registration services to the motor carrier community. The division also collects and distributes revenue to other states and Canadian provinces in accordance with international agreements. Equally important is the effort to work in partnership with the Federal Motor Carrier Safety Administration and other stakeholders to promote and increase safe highway operations, resulting in fewer commercial carrier accidents and fatalities.

The Motor Carrier Services Division operates a “One-Stop Shop” for the trucking community, which is located at the Ameriplex Office Park on the southwest side of Indianapolis.

### **Network Security and Administration**

Sections: Administration, Intra/Internet Development, Network/Server Development, Software Support, Local Area Network (LAN)/Client Support and Application Development.

This division supports the Department’s mission by providing a reliable and secure LAN/WAN (Local Area Network/Wide Area Network) environment. The division accomplishes this goal by providing client-server application development, network and LAN administration, software and desktop support, network security and computer-based training and webmaster services.

### **Personnel**

Sections: Employment Processing and Compensation, Payroll and Benefits, Training, Labor Relations and Special Projects.

The Personnel Division addresses all issues relating to employment for the Department’s 904 employees.

### **Public Affairs and Advocacy Office**

Public Affairs Section: Form Development and Revisions, Outreach Education, Practitioner Services, Tax Preparation Software approval, Indiana TaxFax, Web content for the Department’s Web site and media relations and publications.

This section administers tax form revision and editing, internal and external education, provides instruction to over 1,500 volunteers statewide (who help over 75,000 elderly, low income and special needs Hoosiers with free tax return preparation), approves software companies and their Indiana tax preparation software and the Indiana TaxFax form distribution system. It also coordinates content for the Department’s Web site, handles media inquiries and publicity and edits both the Department’s annual and charity gaming reports and internal and external publications for tax professionals, nonprofit organizations and employees.

The Indiana Tax Advocacy Office: hardships, offers-in-compromise, complaints and problem resolution.

This section provides an avenue for the successful resolution of taxpayer problems that have not been resolved through normal channels. Hardships, offers-in-compromise and taxpayer complaints are also researched and resolved through the Advocacy program. The Advocate serves to facilitate resolution as a final resource for the taxpayer.

### **Quality Assurance**

This division oversees the development, testing and ongoing changes to the Department’s Returns Processing System (RPS). It also monitors system output to ensure standards of quality and to assist in problem identification.

### **Returns Processing Center (RPC)**

Sections: A/R Payments, Batch and Edit, Unidentified Checks, Check Processing, Low Volume Data Entry, Electronic Funds Transfer, Forms Processing, Mail Open and Sort, Mail Out, Forms Order, Print Shop, Logistic Support, Data Capture, Corporate Income Tax, Individual Income Tax, System Services, Fuel Tax, Environmental Tax, Return Mail, Business Communication, LAN Support and Administration and Administrative Support.

The Returns Processing Center receives, processes and posts nearly all of the returns and payments received by the Department to taxpayer accounts in the Returns Processing System. In addition, this area works with several taxes for which the records are maintained on stand-alone PC systems, which are in turn maintained by the Department or other agencies for which the taxes are collected. This area works with several other agencies, such as Workforce Development, Environmental Management and Department of Natural Resources, to collect various taxes and fees for those agencies.

The Returns Processing Center assures that all returns are posted in an accurate and timely manner which then allows the rest of the Department to access the data they need to complete their job functions. The Returns

Processing Center works with other divisions within the Department to see that retention records are established and adhered to, prints various tax forms and related information for the Department and, when time permits, for other state agencies.

The Forms Order Section provides assistance to accountants, taxpayers, banks and anyone else who needs either a single tax return or a supply of tax forms. Taxpayer assistance to Corporate, Sales, Withholding, Fuel, Environmental, Cigarette and Alcoholic Beverage tax accounts are handled by this area. The RPC continues to search for new technology and new ways to use existing technology for faster and better ways to receive, process and post the tax returns received by Indiana Department of Revenue.

### **Tax Policy**

Sections: Policy Research, Fiscal Analysis, Technical Tax Research and Legislative Affairs.

This division works primarily with legislative efforts, serving as a legislative liaison for the Indiana General Assembly. It issues rulings, policy directives and information bulletins and helps to determine the correct interpretation of the law. This division also provides tax statistics to both federal and state agencies as well as to other states.

### **Taxpayer Services**

Sections: Telephone Section, Correspondence, Research and Support and Taxpayer Assistance.

This division provides walk-in and telephone assistance to Indiana taxpayers and handles e-mail and written correspondence. It combines many direct contact functions generally involving three major tax types: individual income, sales and withholding taxes.